



**Job Description: Director of Member Services**

**Overall responsibilities:**

- Provide leadership and management for Chamber and Foundation meetings and events.
- Support the Chamber's Core Purpose by securing appropriate sponsorship and funding for Chamber and Foundation programming.

**Location:** Chamber Foundation Center

**Principle Responsibilities and Accountabilities:**

- Identify and secure sponsorship and attendance necessary to meet member, event and budget goals.
- Provide oversight of the Member Services Coordinator; delegating event management responsibilities and tasks as needed to accomplish Business and Strategic Plan goals.
- Coordinate signature events for the Chamber, EDC and Foundation including: GMOP, Annual Meeting, State of the City, and Golf Tournament, as well as the Executive Leadership Series, EDC Honors Lunch, Chairman's Reception, Washington Update, legislative series and candidate forums, and other events as needed to serve the membership and community.
- Coordinate Leadership Overland Park in conjunction with volunteer team; develop related activities for youth and alumni as needed.
- Develop, coordinate and promote small business programs to provide value and connections for Chamber members such as the Wednesday Wake-Ups and After Hours.
- Coordinate and promote special Foundation programming as well as Powerful Voices Series and Fireside Chats.
- Manage front-of-house activities and services for Foundation Center meeting space rentals, staffing, promotion, scheduling, set-up/clean-up, and related tenant services.
- Develop new and revise existing programming as needed to best serve members and the Chamber's mission.
- Manage and develop educational, networking and philanthropic monthly programming for the Young Professionals and the EDC.
- Attend all Chamber events, creating relationships for the Chamber, connecting members, and enhancing retention.
- Assist President and other members of the staff team as needed.
- Attend Board of Directors meetings and planning sessions.

**Qualifications/Skills Required:**

- Demonstrated success in event planning of all sizes from small meetings to large signature events, including mastery of the technology to host virtual and hybrid speakers and attendees.
- Demonstrated proficiency in sponsorship sales, fund and event development.
- Self-starter with demonstrated skills in taking initiative, problem-solving, negotiating and driving results.
- Bachelor's degree preferred and/or 3-5 years of demonstrated experience in related activities. Experience in event planning, fundraising or membership/association environment a plus.
- Self-starter with demonstrated skills in taking initiative, problem-solving, negotiating and driving results.
- Aptitude for working with volunteers and building relationships at all levels of an organization.
- Effective communication skills and the ability to develop and sustain business relationships.
- Excellent written communication skills with an extensive knowledge of grammar.
- Excellent knowledge of MS Word, MS Excel, MS Outlook, MS PowerPoint, CRM databases and software.
- Highly detail-oriented with superior organization skills and ability to work in a fast-paced team environment.
- Ability to work a flexible schedule as needed.
- Valid driver's license and reliable personal transportation to effectively execute meetings and events.
- Working knowledge of Overland Park and Johnson County a plus.

**Accountability:** Reports to and is directly accountable to the President.

**Results:** Overall event management and revenue results will be evaluated annually; however, performance monitored on a regular basis.

*Updated October 2021*

Accepted by:

Date:

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